



# Solutions for Retail Operations

A complete building  
management solution

**dexterra**





Millions of Canadian shoppers count on you and you can count on Dexterra to create exceptional customer experiences that make a real difference to your business. A 100% Canadian-owned and operated company, we've been creating and managing places that play a vital role in the lives of millions in our country for over 75 years.

**OUR VISION** To be your partner of choice for the operation and maintenance of retail assets and infrastructure.

**Solutions for Space and Infrastructure**

We deliver maintenance solutions for over 50 million sq. ft. of high-quality infrastructure. This includes some of the country's premier retail and commercial properties, its largest airports, corporate campuses, research and education facilities, large industrial sites, state-of-the-art healthcare infrastructure and complex defence and security assets.

**Solutions for People and Organizations**

More than 500,000 customers pass through our clients' facilities every day. How people interact with and use your facilities is just as important as the physical components of the facilities themselves. We recognize that no two retail clients' needs are the same. That's why we work with you to adapt, customize and create innovative solutions that address your unique operational needs.



As a leading national provider of facilities management services, we continuously adapt to the changing needs of our clients, tailoring our approach to enhance quality, value and the experience of you and your customers.

**HELPING YOU PROVIDE EXPERIENCES THAT KEEP CUSTOMERS COMING BACK**

Dexterra adopts a unique approach to the way we deliver services. We get to know your business inside and out, focusing on your needs to create an exceptional and familiar experience where customers will want to return again and again. From friendly faces to immaculate spaces, we bring the right people with the right skills to transform service.

Our broad spectrum approach of Integrated Facilities Management optimizes economies of scale and scope to create a quality, custom solution – one that supports your goals, lowers total cost of ownership and provides for the opportunity to leverage new and innovative technology and techniques to improve service.

**WHY PARTNER WITH US?**

- **We have a track record of lowering total cost of ownership.**  
Our integrated solutions offering uses best practices to lower your operating costs and optimize efficiencies.
- **Sustainable Solutions.**  
We are devoted to excellence for our clients. We understand our important role and promise quality performance, excellent service and an approach that is aligned with your goals.
- **You won't fall behind on technology.**  
We are continuously investing in technological advancements that improve your operation and protect your assets.
- **We invest in our staff to ensure best-in-class service.**  
We emphasize long-term retention by supporting our people and ensuring they are well-equipped to meet your needs. We also invest in national security clearances to ensure the safety of our clients and employees.
- **We work safely and with sustainable products to help you achieve your environmental goals.**  
We are a leader in sustainable practices and only use products that are harm-free to the environment and people. These environmentally friendly products provide immediate benefit, such as improved indoor air quality.

**OUR VALUES** Accountability • Diversity • Partnership • Trust



## OUR CAPABILITIES

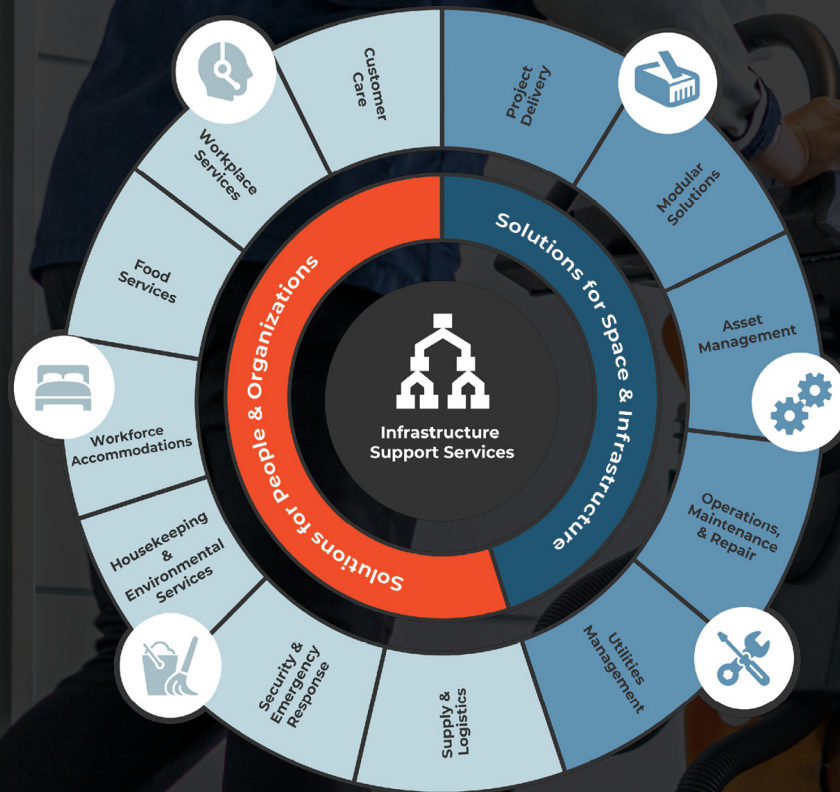
Our capabilities provide a completely turn-key integrated solutions approach to the retail sector. This integrated approach can help support your organization's goals and lower total cost of ownership.

### Self-Delivered Janitorial Services

Our team of janitorial professionals offers 24-hour, customized solutions that improve the experience of your customers and extend the life of finishes and fixtures.

Our services include, but are not limited to:

- Complete janitorial solutions, which can be tailored to meet our clients' requests
- Interior asset maintenance
- Floor care programs: stripping, polishing and refinishing
- Carpet care programs
- Waste management and recycling services
- Fabric maintenance and repair
- Set-up and clean-up services for special events
- Outdoor cleaning services and maintenance, including window cleaning and exterior pressure washing
- Comprehensive cleaning, disinfection, and sanitization services, specifically to reduce the risk of disease transmissions



- High dusting
- Laundry services
- Deep steaming
- Kitchen cleaning, including sanitization of hard and soft surface areas (including infrastructure)
- Furniture cleaning and polishing
- Emergency or on-call cleaning
- Construction clean-up

### Green Cleaning

We recognize how important sustainable practices and green programs are to our clients and this is reflected in our continuous commitment to environmental awareness. We use products that are harm-free to the environment and implement policies that meet or exceed the highest requirement in every operational category within both LEED and BOMA.

### 24/7 Help Desk and Operations Support Centre

We offer a complimentary integrated call centre that operates 24 hours per day, 365 days per year. We guarantee fast and efficient response times so that you can meet the needs of your business and customers. Our services include, but are not limited to:

- Communication hub for all service inquiries
- Dispatching services (staff and infrastructure)
- Monitoring of our clients' systems and alarms
- Listen, understand and provide recommendations
- Problem solving resolution
- Real-time communication to our clients and staff
- Records management

### Grounds Maintenance Services

A great experience at your facility starts on the way in. We keep your outdoor area safe, clean and presentable. Our grounds maintenance services include soft landscaping (design and architecture), hard landscaping (construction), snow removal, snow clearing and lawn mowing.

### Interior Renovations and Fit Outs

It's not just about what goes into your space; it's how it all fits in. We offer space planning and evaluation, as well as concepts and floor plans to enhance flow and maximize productivity. From there, we can move right into construction planning, building, site inspections and progress reports.

### Integrated Information Systems

Within our integrated model, planned and reactive service tasks are managed through a powerful computer-aided facilities management system, which maximizes service delivery efficiency and effectiveness. This includes optimizes activities such as receiving help desk calls, dispatching appropriate resources, recording performance data and providing customer service to all facility users.



## DEXTERRA TRADE SERVICES

Our round-the-clock turnkey solutions maximize service delivery, efficiency and effectiveness, creating value for you.

Dexterra's Integrated Facilities Management team of highly-skilled trades experts has the equipment, staff and expertise to support you through permanent on-site maintenance personnel or service contracts that support planned and reactive maintenance routines.

When needed, the Dexterra On-Demand team can provide a rapid deployment of emergency assistance with our mobile technicians.



### HVAC/R

- Building automation systems (BAS)
- Rooftop units
- Boilers and chillers
- Heating applications and systems
- Heat pumps & radiant floor heaters
- Central air cleaners
- Air conditioners, purifiers and humidifiers
- Ducts and Venting

### Electrical

- Uninterruptible power systems (UPS)
- Industrial controls
- Electrical Safety Authority (ESA)
- Emergency lighting systems
- Programmable logic controls (PLC) installation & wiring
- Lighting applications
- Fire alarm service & installation



### Plumbing

- Drains and risers maintenance and repair
- Sewer ejector pumps
- Septic to sewer conversions
- Hot water heaters
- Control valves and devices
- Piping and sewer lines
- Sump pumps

### Carpentry/Handyman

- Carpentry work
- Installation of cabinets, drywall, tile, fixtures and flooring

### 24/7 Call Centre

- A 24/7 call centre to respond to your needs within hours, including rapid deployment for emergency services



We're here to help. Our experts will work with you to determine the best solution for your business.

## CONTACT US

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## CERTIFICATIONS



Environmental  
Management



Occupational  
Health & Safety



Quality Management  
Systems



*Partnerships*  
IN INJURY REDUCTION



**dexterra**

Because service matters